

Dear Homeowners:

This is **important information** on how to change your auto-pay to. **These changes should be made prior to August 1, 2023** to avoid additional processing fees applied to your account.

Please confirm: The address your payments should be mailed to is:

Association
c/o Coastal Mgmt. & Consulting Processing Ctr
PO BOX 96054 - Las Vegas, NV 89193-6054

Important Information regarding auto pay through the homeowner portal:

Beginning July 31st all eCheck transactions in Appfolio will incur a \$2.49 charge. This is **not** a fee charged by Coastal Management, yet a fee implemented by appfolio (the software company).

To avoid these fees (this is only if you are currently enrolled in autopay through Coastal's Portal), Coastal is offering homeowners the opportunity to pay their dues/assessments for **FREE** directly through your association's bank.

Options to delete your current autopay through the portal:

1. Through the portal, navigate to the "Payments" tab and locate the **Scheduled Payments** block. Click "**DELETE**" under the auto payment you have created which will ask if you are sure you want to delete this scheduled payment. or,
2. visit nbcoastal.com, "payments" tab for instructions and the option to submit a request online for Coastal to delete your current autopay.

Options to set up autopay at no cost to you through the Association's Bank:

1. Please see the (attached) document named "**Online Account Creation and Payment Quick Reference Guide**" - Alliance Association Bank. Or,
2. visit nbcoastal.com, "**Payments**" tab and follow the instructions.

***If you would like to continue on autopay through the homeowner portal,** accepting the \$2.49 per transaction (\$30.00 annual cost), please follow the below instructions.

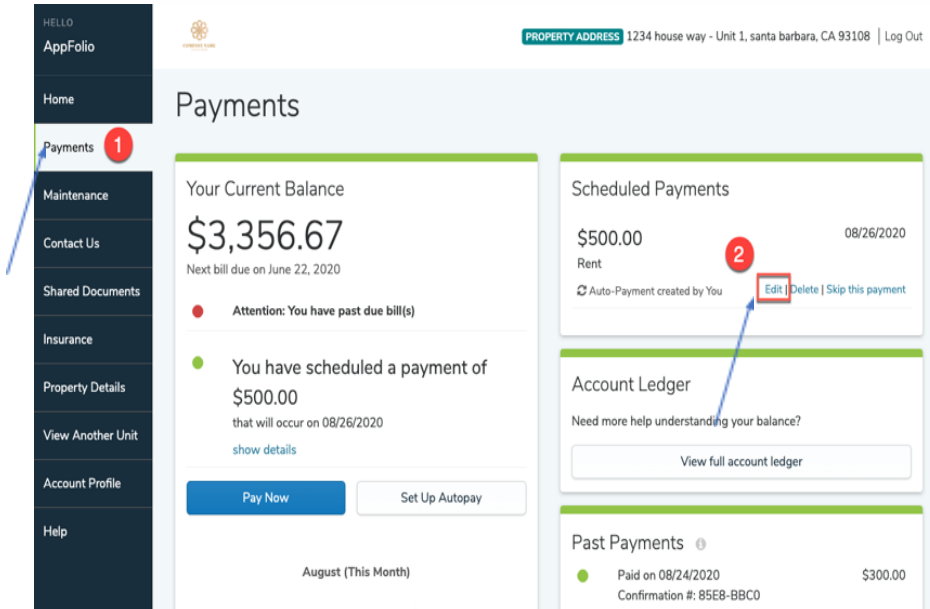
***IF YOU ARE ALREADY SET TO "PAY OUTSTANDING BALANCE IN FULL EACH MONTH"** - you do **NOT need to change anything**. The correct amount will be billed and drafted.

How do I change the amount of my current auto payment?



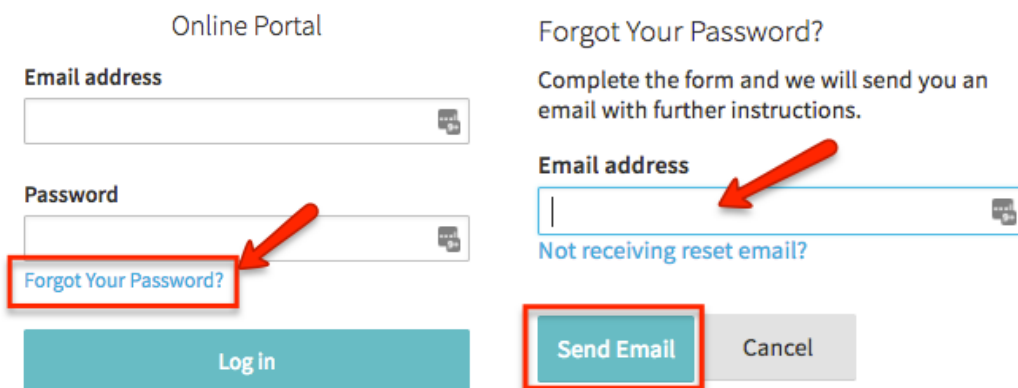
Navigate to the "Payments" tab and locate the **Scheduled Payments** block. Click Edit under the auto payment you have created. Update the amount of the payment then click Save at the bottom of the page.

Either schedule the below amounts that are applicable with a set monthly amount, or, "pay balance in full each month".



- Please note that all credit card payments are incurred a fee/percentage as a third party company processes these payments.
- You can also use the "Help" tab to answer any other portal questions.

If you have forgotten your portal password, from the portal page, click on "Forgot your password". Enter the email address you normally use to log into the Online portal, then click send email.



Online Account Creation and Payment Quick Reference Guide

To setup an account and/or make an online payment, please have your **Management Company ID**, **Association ID** and **Property Account Number**. These can be found on the coupon, statement or directly from your property management company.

Creating a User Account

To retain payment history and schedule payments, a user account in the online payment system is required.

- 1) Select "Setup Account" under the New Users section on the account login page
- 2) Fill in all required fields including First Name, Last Name, Email, Phone #
- 3) Create a password
- 4) Select your security questions and answers
- 5) Read and accept the website Terms and Conditions and select "Setup Account"

Adding a Property

To add or delete property information and to schedule or make one-time payments from your user account.

- 1) Select "My Properties" from the home page dashboard or Menu dropdown
 - a. Properties can also be added from the Setup Scheduled Payments page by selecting "+ Add a Property" under the Select a Property section
- 2) Fill in the Management Company ID, Association ID and Property Account Number for the property
- 3) Create a nickname for the property (if desired)
- 4) Select "Add Property"

Adding a Payment Method

To add or delete payment information to schedule or make one-time payments from your user account.

- 1) Select "Payment Methods" from the home page dashboard or Menu dropdown
 - a. Payments can also be added from the Setup Scheduled Payments page by selecting "+ Add a Payment Method" under the Select a Payment Method section
- 2) Select Checking or Savings account and fill in the Name, Routing # and Account #
- 3) Select "Add Payment Method"

Setting up a Scheduled Payment

To setup recurring or scheduled payments from your account.

- 1) Select "Setup Scheduled Payments" from the home page dashboard or Menu dropdown
- 2) Select or Add the property you want to schedule a payment for
- 3) Select or Add the payment method to use
 - a. Note: Scheduled payments can only be done via eCheck
- 4) Enter the fixed payment amount
 - a. Note: Please ensure the payment amount is sufficient to keep your property account current
- 5) Select the payment frequency
 - a. Note: Payment frequency options are defined by your property management company
- 6) Select the first scheduled payment date and a scheduled end date (if desired)
 - a. Note: In most cases, payments will process within 1-2 business days of the scheduled payment date but may take up to 4 business days to be completed.
- 7) Select "Review Payment"
- 8) Confirm your payment details are correct and select "Authorize and Submit"
- 9) You can view your most recent paid and next scheduled payment on the home page dashboard
 - a. Note: You will receive email notification upon scheduling a new payment as well as a courtesy reminder 10 days prior to the date of the scheduled payment

Making a One Time Payment

To make a one-time payment from your account.

- 1) Select “Make Payment” from the home page dashboard or Menu dropdown
- 2) Select or Add the property you want to make the one-time payment for
- 3) Select or Add the payment method to use
 - a. Note: One Time payments can only be done via eCheck. To make a credit card payment please follow the Making a Debit or Credit Card Online Payment instructions below
- 4) Enter the desired payment amount
- 5) Select the desired payment date
 - a. Note: Payments must be received by 4:00pm PST to begin processing on the same day as the payment submission. In most cases, payments will process within 1-2 business days of the payment date but may take up to 4 business days to be completed.
- 6) Select “Review Payment”
- 7) Confirm your payment details are correct and select “Authorize and Submit”
- 8) You can view your most recent paid and next scheduled payment on the home page dashboard
 - a. Note: You will receive email notification upon scheduling a new payment as well as a courtesy reminder 10 days prior to the date of the scheduled payment

Making an eCheck Online Payment Without an Account

To make a one-time eCheck payment outside of your account for a property.

- 1) Select “eCheck Payment” under the One Time Payment section on the account login page
- 2) Fill in all required fields including First Name, Last Name and Email
- 3) Fill in the Management Company ID, Association ID and Property Account Number for the property
- 4) Accept the website Terms and Conditions and select “Continue to Payment Information”
- 5) Select Checking or Savings account and fill in the Name, Routing # and Account #
- 6) Enter the desired payment amount
- 7) One-time eCheck payments made outside of your account can only be scheduled for today
 - a. Note: Payments must be received by 4:00pm PST to begin processing on the same day as the payment submission. In most cases, payments will process within 1-2 business days of the payment date but may take up to 4 business days to be completed.
- 8) Select “Review and Finalize Payment”
- 9) Confirm your payment details are correct and select “Authorize and Submit”
 - a. Note: You will receive email notification upon submitting your payment

Making a Debit or Credit Card Online Payment

To make a onetime payment for a property using Visa®, MasterCard®, American Express® or Discover®.

- 1) Select “Debit/Credit Card Payment” under the One Time Payment section on the account login page.
- 2) Confirm notification of third-party processing and associated fees by selecting “Proceed”
- 3) Fill in the Management Company ID, Association ID, Property Account Number and Email to search for the property
- 4) If multiple properties are displayed, select the property to make a payment for
- 5) Fill in required fields including First Name, Last Name, Email and Mobile Phone
- 6) Create a 4-digit pin number and select “Continue”
- 7) Enter Payment Amount and select “+ Add a Payment Method”
- 8) Fill in required fields including Cardholder Name, Card Number, Expiration Date and Zip Code
- 9) Select “Save Payment Method”
- 10) Enter CVV and select “Next – Review Payment”
- 11) Confirm payment total including the associated fees and select “Confirm”
 - a. Note: You will receive email notification upon submitting your payment

For technical assistance with online payments, please contact Alliance Association Bank at (844) 739-2331.